



Dear Customer

**Sandsacre Post Office®**  
**Previously located at: Wheatley Drive, Bridlington, YO16 6TN**

I am writing to confirm that we have proceeded with our proposal to re-open this service at McColls, The Sandsacre Centre, Wheatley Drive, Bridlington, YO16 6TN. I am pleased to let you know that the new branch opened on Thursday 10 May 2018.

We received 7 individual responses from customers and local representatives during the consultation period. The main feedback welcomed the restoration of Post Office services to the community, while other feedback voiced concerns over staffing levels at the new branch.

In regards to staffing, staff will be fully trained in Post Office transactions and staffing levels will be aligned to customer demand. We have worked closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Posters will now be displayed in branch to let customers know about this decision. Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk)

Thank you for considering our proposal.

Yours faithfully

***Gail Burnett***

**Gail Burnett**  
**Area Network Change Manager**

How to contact us:

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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**Details of the new service:****Sandsacre Post Office**

McColls  
The Sandsacre Centre  
Wheatley Drive  
Bridlington  
YO16 6TN

**Services**

The majority of Post Office products and services are still available.

**Access and facilities**

This new premises has wide automatic doors and level access at the entrance.

**Opening times**

Monday	07:00 - 22:00
Tuesday	07:00 - 22:00
Wednesday	07:00 - 22:00
Thursday	07:00 - 22:00
Friday	07:00 - 22:00
Saturday	07:00 - 22:00
Sunday	07:00 - 22:00

**Transport/parking**

There is a car park available outside the new branch.

**Route**

Two doors along from the previous branch, along varied terrain.

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**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**